

From: Mark Kubota/=TMS/Toyota. Sent: 10/18/2007 9:08 AM.
To: [-] George Morino/=TMS/Toyota@Toyota.
Cc: [-] David Stovall/=TMS/Toyota@Toyota.
Bcc: [-] .
Subject: Re: Fw: Campaign No. 7519J2.

George,

How much time do we give the dealers to return the floor mats?
Since the owner letter was sent out on 10/4/2007, I thought we should give dealers at least month to return the floor mats.
I thought some dealers only return parts once a month.

Dave and I were planning the check again at the end of month and if there were still no floor mats in the PRC, we would start having dealers debited.
Is the end of the month too long to wait with Nomura-san?

Let me know,
Mark

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Mark T. Kubota
窪田 隆 (マーク)
Quality Compliance
Product Quality and Service Support
Toyota Customer Services
Toyota Motor Sales, U.S.A., Inc.
Phone: 310/468-5316 Fax: 310/468-3399
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George Morino/TMS/Toyota
10/18/2007 08:53 AM
To Mark_kubota@toyota.com
cc john_lang@toyota.com
Subject Fw: Campaign No. 7519J2

Mark:

As we discussed, since we placed these all on parts recovery, the dealers that haven't returned the floor mat should be debited. Please confirm with Dennis Clarke in Warranty. After we confirm, we develop a response to Nomura-san.

Thanks!

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
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----- Forwarded by George Morino/TMS/Toyota on 10/18/2007 08:52 AM -----

Chikako Nomura/KAISA/TMC0@TMC0

10/18/2007 12:29 AM

To John_Lang@toyota.com

cc Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0, Mark

Kubota/TMS/Toyota@TOYOTA@TMCE, George Morino/TMS/Toyota@Toyota

Subject Campaign No. 7519J2

Dear Mr.Lang,

We would like ask you some investigation for the claims 7519J2,

Campaign No. 7519J, is for replacing floor mat.

7519J1 is replaced floor mat with new one.

7519J2 is collect the floor mat and reimburse it.

However in the CCR of 7519J2, we find some comment, like "Inspection only", "No floor mat", or "install carpet clip"

The campaign will be done after customers, who have the affected floor mat, comes to dealer with letter.

Thus, claims like "Inspection Only", should not exist. Also, this campaign require to replace floor mat, not to reinstall carpet.

So basically, we think, campaign No. 7519J2 with no sublet cost do not exist, but, actually, all of campaign No. 7519J2 comes without sublet.

Would you pls inspect attached TWCs and let us know your findings.

Best regards

Chikako Nomura

Warranty Group

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